

# FETC Regular Meeting

2013-01-23 3:00pm

## I. Approval of minutes from November 22

## II. Old Business

1. Contingency planning w/ Randy Beaver: Mark Hurd invited him to come to the February meeting
2. Tech Qual Survey:
  - a. Report expected to be published within a week
  - b. Analysis still in progress within IT
  - c. +28% in response rate over last year
  - d. Perceived level of service went up in all 13 questions, +4% or more, +10-12% in networking issues
  - e. Plan to finish installing wireless is posted; official schedule on the IT web site. But several campus buildings still have no wi-fi. (Ex: Mark Hurd's office is in 55 Coming St, part of Block Six listed at <http://it.cofc.edu/documents/wireless-rollout-plan.pdf>, scheduled to have wi-fi service by August 2014) Priority was given to classrooms, then by location.
3. Campus communication & listserv discussion
  - a. Vijay Vulava chairing subcommittee
  - b. Andrew Bergstrom has a document listing existing resources
  - c. Our Google Apps system has a lot of features that aren't widely known; students have to activate their Google+ account feature to take advantage of Hangouts. TLT and Google have posted instructions.
  - d. Andrew Bergstrom has pursued calendar programs, tried to get some support during strategic planning process, but it wasn't given priority. Marketing runs the master public calendar. Currently no critical mass for the campus to adopt a more consistent use of calendars.
  - e. Computer Science has some working shared calendars

## III. New Business

1. Strategic Planning for IT (advisory committee)
  - a. Handout for information: Draft of broad areas of focus, projected timeline
2. IT security policies

- a. New policies have been written by the Department of Information Technology and Department of Information Security (state-level) and are trickling out
  - b. These are mandates for the college. They are written as “ideals” and Bob Cape thinks no agency will be able to become fully compliant with every one of the eventual information security policy requirements.
  - c. No funding is being made available to institutes of higher education by the state, but funding is being given to other state agencies.
  - d. Already some services have had to be shut down as a consequence of newly mandated intrusion detection packages
  - e. Balance of security vs. usability impacts distance learning, traveling faculty, and a variety of odd tasks (controlling lab equipment...)
3. Classroom technology upgrades
- a. Monica Lavin’s project
  - b. Estimate 10-12 years to complete upgrades to 300 rooms (classrooms + other “learning spaces”, labs, conference rooms, etc.) Will take \$17.5-18 million that will be a challenge to get
  - c. Handout with estimates, including equipment lifetime, replacement / upgrade / maintenance budget
  - d. Most of work for current year is nearly done: 27 of 28 classrooms slated for this fiscal year have been completed. The 28<sup>th</sup> is more complex, requiring deployment of adaptive technology
  - e. Work will begin in July (beginning of next fiscal year) on the next round
4. Removing Windows XP from campus network
- a. All Windows XP computers must be either upgraded to Windows 7 or disconnected from the College network by April 8, 2014 because Microsoft is ending support for XP
  - b. Some odd cases: Vijay Vulava has an XP computer that is supposedly too old to upgrade to Windows 7 but is not on the official replacement list PCR; Mark Hurd has old specialized software that only runs on XP, does not need to be on the network— notices have been sent to try to uncover odd cases like this and resolve them
  - c. The goal is no one unhappy when the deadline hits
5. OAKS roster synchronization
- a. Bug found in D2L communication with Banner—high priority for fix by D2L developers
  - b. Has to do with cross-listed courses
  - c. Workaround: There’s an extra step or two, create a new merged course, import the

content; TLT helps with this

6. This weekend: New e-mail gateway (spam filter, etc.)
  - a. Called Proofpoint. Starts Friday night.
  - b. All users will be getting lists of quarantined e-mail from both systems until the old one is finally phased out
  - c. It will need to re-learn what counts as spam for you; new system will not have our old “this is spam” records to look at
7. Next meeting: Thursday February 20 at 3:10 pm, Maybank 119.

Stuff to do medium term:

1. Finish phasing out Windows XP
2. Improve VPN
3. Disaster planning
4. Finish installing wi-fi everywhere on campus
5. Build support for better use of our calendar packages
6. Fix bugs in OAKS/Banner roll synchronization
7. Maybe add to course evaluations an “I did it” button for posting to social media
8. Maybe add evaluations to academic calendar
9. Move paper forms to online workflows
10. Microsoft System Center: New Helpdesk ticket system, image deployment, and other infrastructure in the works, April 2014.
  - “quick ticket” link on classroom desktop
  - more flexible deployment – fewer disruptive re-imaging episodes, ability to make and apply image deltas, configure several machines the same way but without having to put everything in the base image

Stuff to do long term:

1. (college wide) disaster plan:
  - College can only re-open when x y and z are restored
  - Off-site backups of data (“cold”) has been implemented for many years
  - Off-site redundancy for services such as registrar, payroll,... (“hot”)

2. (college wide) hospitality plan:
  - Check list of who to contact for events: room reservations, catering, IT support, facilities, clean-up crew, publicity
  - Connect to business department offerings?
3. New state of South Carolina security requirements (unfunded mandate)
4. Better way for users to find out (self service website) whether their machine is scheduled for replacement (PCR), or estimate when it will be.
5. File synchronization, U: drive, Drop Box, backups
6. Listserv (see communications plan above)